

## **POSITION DESCRIPTION**

<b>POSITION:</b>	<b>Computer Support Specialist</b>	<b>POSTING DATE:</b>	<b>4-28-15</b>
<b>LOCATION:</b>	<b>Stockbridge-Munsee Community</b>	<b>CLOSING DATE:</b>	<b>5-11-15</b>
<b>SALARY:</b>	<b>\$16.84 Non-exempt</b>	<b>PAYGRADE:</b>	<b>5</b>
<b>REPORTS TO:</b>	<b>MIS Administrator</b>	<b>DEPARTMENT:</b>	<b>MIS</b>

**Negotiable based on experience**

**GENERAL RESPONSIBILITIES:** The Computer Support Specialist will provide computer users with day-to-day support of computer equipment. This position is responsible for installation and maintenance of all new and existing hardware, software, peripherals and network equipment according to established standards.

### **Duties:**

1. Provide internal computer-related support to employees of the Stockbridge-Munsee Community.
2. Install and maintain new and existing computer hardware, software, peripherals and network equipment according to established standards.
3. Troubleshoot and resolve computer-related problems encountered by users in a timely manner including contacting the vendor for support when necessary.
4. Perform scheduled preventative maintenance on all computer equipment.
5. Work with users to analyze computer-related needs and provide basic training on proper use of computer equipment.
6. Maintain a daily record of work orders assigned and completed including requester, description, activities, resolution and total time spent on work order.
7. Maintain a detailed inventory of all computer equipment including new installations, transfers, surplus and dispositions.
8. Stay current on technological advances in the information technology field and make recommendations to the IT Director.
9. Perform assigned duties in a timely manner with minimum supervision.
10. Must maintain an acceptable departmental attendance record.
11. Must be reliable and prompt when reporting to work.
12. Must attend all training as required by the employer.
13. Must attend all meetings as required by the employer.
14. Must adhere to all established rules, regulations, procedures and policies of the Stockbridge-Munsee Community.
15. Must participate in the employee random drug-testing program. may be required to satisfactorily complete an exam or other testing requirement(s) to determine skill proficiency.
16. All other duties as assigned by the employer.

### **Qualifications:**

1. An Associate Degree or certification in Computer Science, Information Technology or a related field is required.
2. One year of work experience performing similar duties as those listed is required.

3. Working knowledge of Microsoft Windows, Microsoft Office Professional and Internet Explorer is required.
4. Working knowledge of Symantec anti-virus and other virus and spyware prevention and removal software is preferred.
5. Must have excellent verbal and written communications skills.
6. Must have reliable transportation.
7. Must be able to lift up to 50 pounds.
8. Must submit to a Criminal Investigation Background Check.
9. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.
10. Must be willing to attend all applicable training.
11. Must pass pre-employment drug and health screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
12. Must be eligible for coverage under the employer's liability insurance.
13. Must be able to meet physical requirements of position.
14. Must have a valid driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin driver's license within 30 days of employment if applicant has an out-of-state driver's license. Must meet and maintain the eligibility to operate a personal or tribal vehicle under the driver acceptability guidelines as established by Mohican Nation Insurance.
15. Must abide by departmental and organizational safety, testing, and uniform guidelines.

SUBMIT APPLICATION TO: Human Resources Department  
Stockbridge-Munsee Community  
N8705 Moh He Con Nuck Road  
P.O. Box 70  
Bowler, WI 54416

**WE ARE A DRUG FREE EMPLOYER.  
CANDIDATES MUST PASS DRUG SCREEN AND REMAIN DRUG FREE.**

**The Stockbridge-Munsee Community operates as an equal opportunity employer except Indian preference is given in accordance with the Tribal Employment Preference.**

**Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.**

New Position:  
Revised Position: 8-23-10  
8/13

Tribal Council Approved: 9/21/99  
Tribal Council Approved: 9/7/10

